



Alabama Public Service Commission
Department of Pipeline Safety
Annual 811 Update
2022

CHANGE!

Final legislative requirements

Positive Response enacted

Enforcement process formalized

Final membership timeline

Operational changes

New Staff

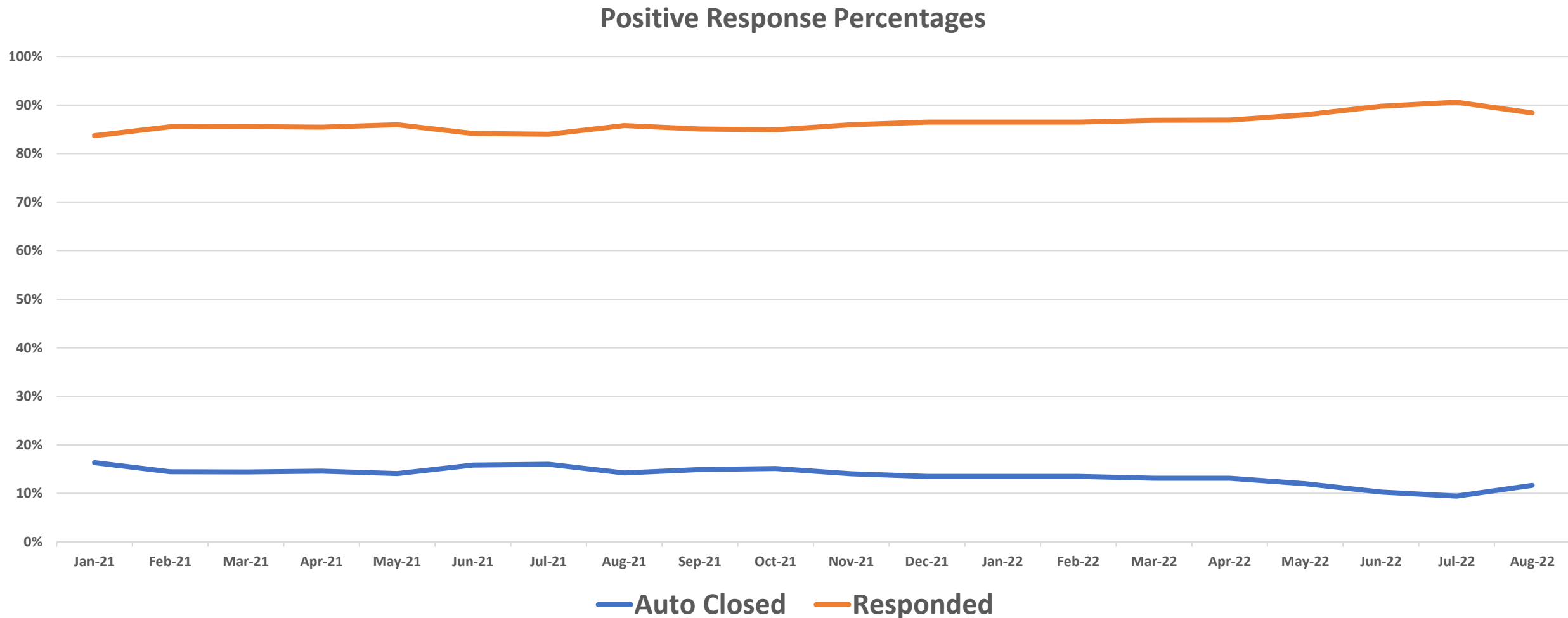
Spanish Queue

Excavation start date window

PHMSA “adequate” rating



POSITIVE RESPONSE



POSITIVE RESPONSE Codes

Positive Response Codes

<i>Response Code</i>	<i>Response Title</i>	<i>Response Description</i>
Marked Responses		
2	Located - Facilities Marked	Facilities Marked
3	Located - To Meter Only	Private Property Beyond Meter
4	Located - In Conflict	Facility owner/operator should be on site during excavation
Cleared/No Conflict Responses		
5	Clear - No Conflict for area requested	No facilities in the area requested for excavation site
Unmarked Responses		
6	Unmarked: Unable to access locate request area	Unable to access area noted for locate request
7	Unmarked: Incorrect address or location site information, insufficient information	Info incorrect - contact AL811 for new locate request
8	Unmarked: Marking Information Unclear - locator to contact excavator	Info unclear - Excavator to be contacted directly
9	Unmarked: Unable to contact excavator	Needed additional info - unable to reach excavator
10	Unmarked: Delayed due to weather or other circumstances	Delayed - need to contact locator or facility owner/operator directly
11	Unmarked: Can not locate - contact facility owner/operator directly	Unable to locate - need to contact facility owner/operator directly
13	Unmarked: Facility owner/operator or Master Contractor Generated Request	Facility owner/operator or master contractor responsible for marking
Design/Survey Notification Responses		
14	Design/Survey Locate: Marked	Physical Markings completed at excavation site
15	Design/Survey Locate: Cleared No Conflict	No facilities in the area requested for design/survey site
17	Design/Survey Locate: Facility Owner/Operator to provide maps or access to maps	Facility owner/operator will provide maps or provide access to maps
18	Design /Survey Locate: Meeting Requested	Facility owner/operator will contact to set up meeting arrangements
Other Responses		
	No Response from member facility owner/operator	System Generated Code for no response to positive response system
22	Other: Facility owner/operator and excavator have agreed and documented locating schedule	Parties have met and made locating schedule arrangements

POSITIVE RESPONSE Issues

Positive Response Codes

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POSITIVE RESPONSE Issues

Responses		Work Location	
Response		Ticket/Work:	
No Responses		Survey Request	SURVEY WORK
No Responses		On:	12/06/2022 7:00 AM
No Responses			
No Responses			
No Responses			
Phone			
Last Action on 11/28/2022 09:22:09 AM was Clear: No Conflict for Area Requested - No facilities in the area requested for excavation			
Response History:			
* On 11/28/2022 09:22:09 AM by attbulkAPI - Clear: No Conflict for Area Requested			
Comment:			
For Gas			
Last Action on 11/28/2022 11:32:22 AM was Clear: No Conflict for Area Requested - No facilities in the area requested for excavation			
Response History:			
* On 11/28/2022 11:32:22 AM by digitixapi - Clear: No Conflict for Area Requested			
Comment: Xclear			

Close

POSITIVE RESPONSE Codes

Positive Response Codes

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ENFORCEMENT PROCESS

DASHBOARD DATA – THROUGH 4th QTR 2021

103

Violations filed for Penalty Review

66

Violations with Penalty Action

19

Violations Pending Further Review

36

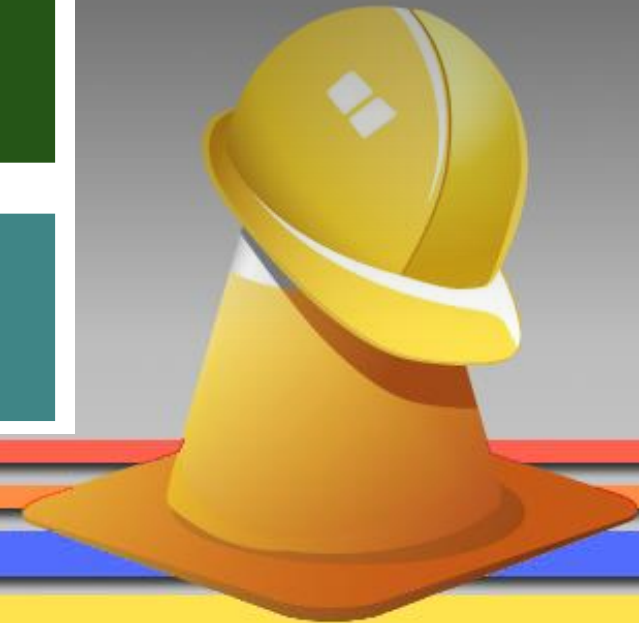
Violations Dismissed

1

Violations Rescinded

19

Violations Receiving Delayed Review



ENFORCEMENT PROCESS

DASHBOARD DATA – THROUGH 2ND QTR 2022

119

Violations filed for Penalty Review

103

Violations with Penalty Action

6

Violations Pending Further Review

7

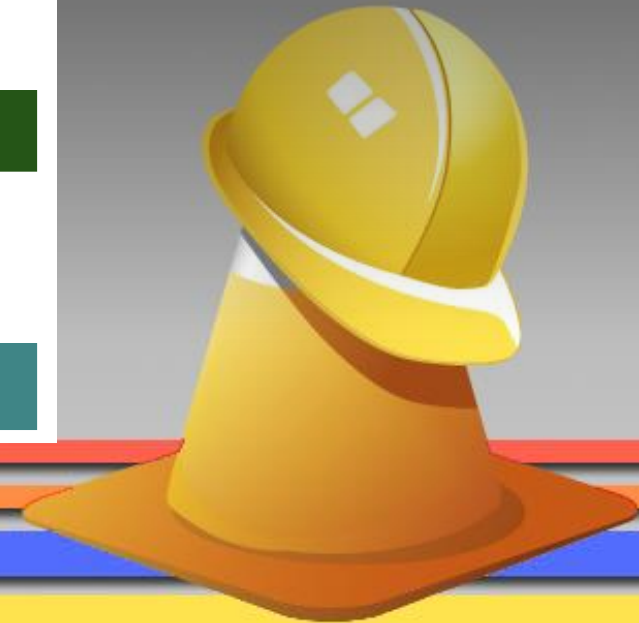
Violations Dismissed

0

Violations Rescinded

4

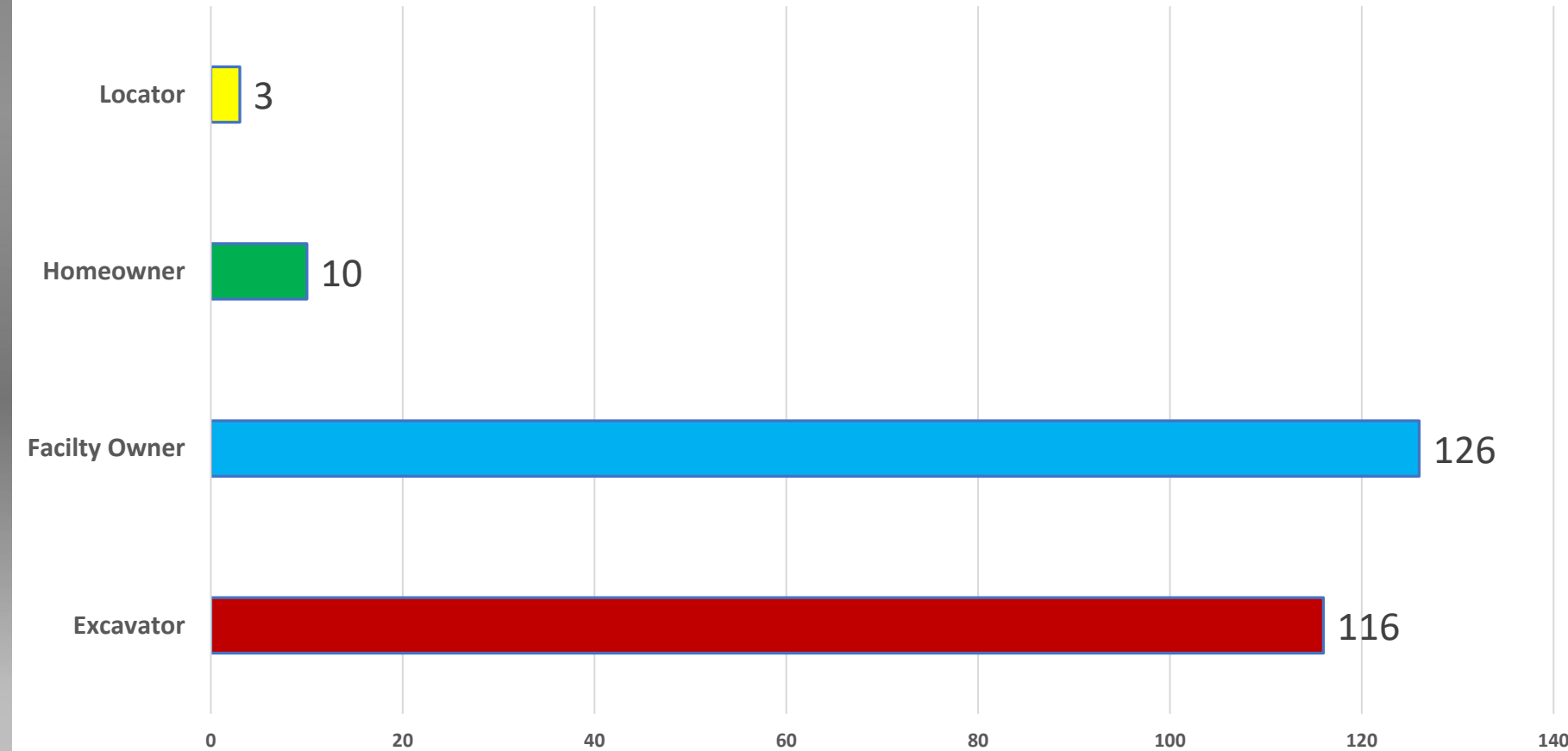
Violations Receiving Delayed Review



ENFORCEMENT PROCESS 21-YTD 22

Violations Submitted by Stakeholder Group

Violations Reporting a Damage



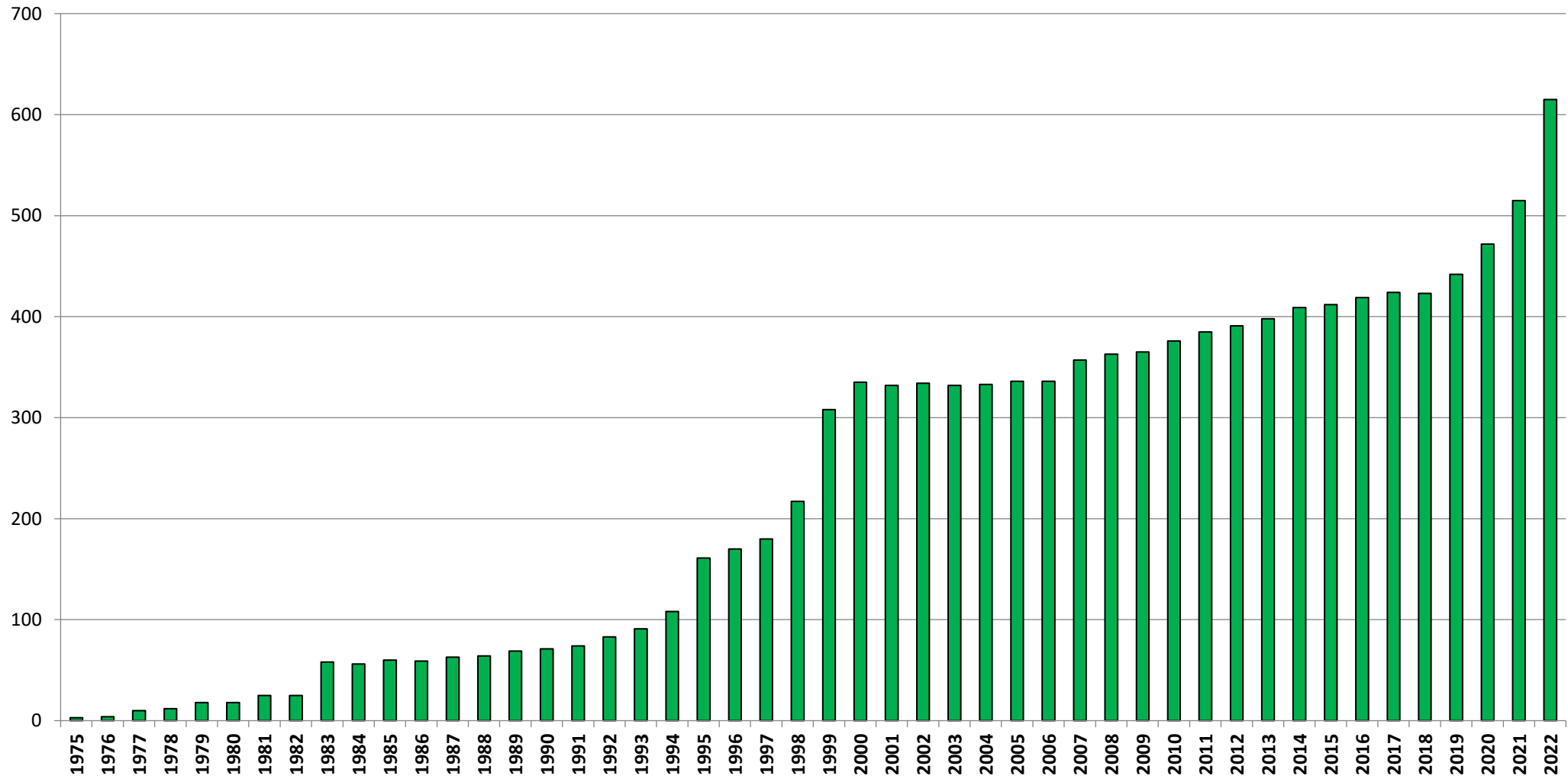
ENFORCEMENT PROCESS Issues

- Misuse of system
- Transition of process administrator
- Payment of penalties
- Compliance with penalty assessments



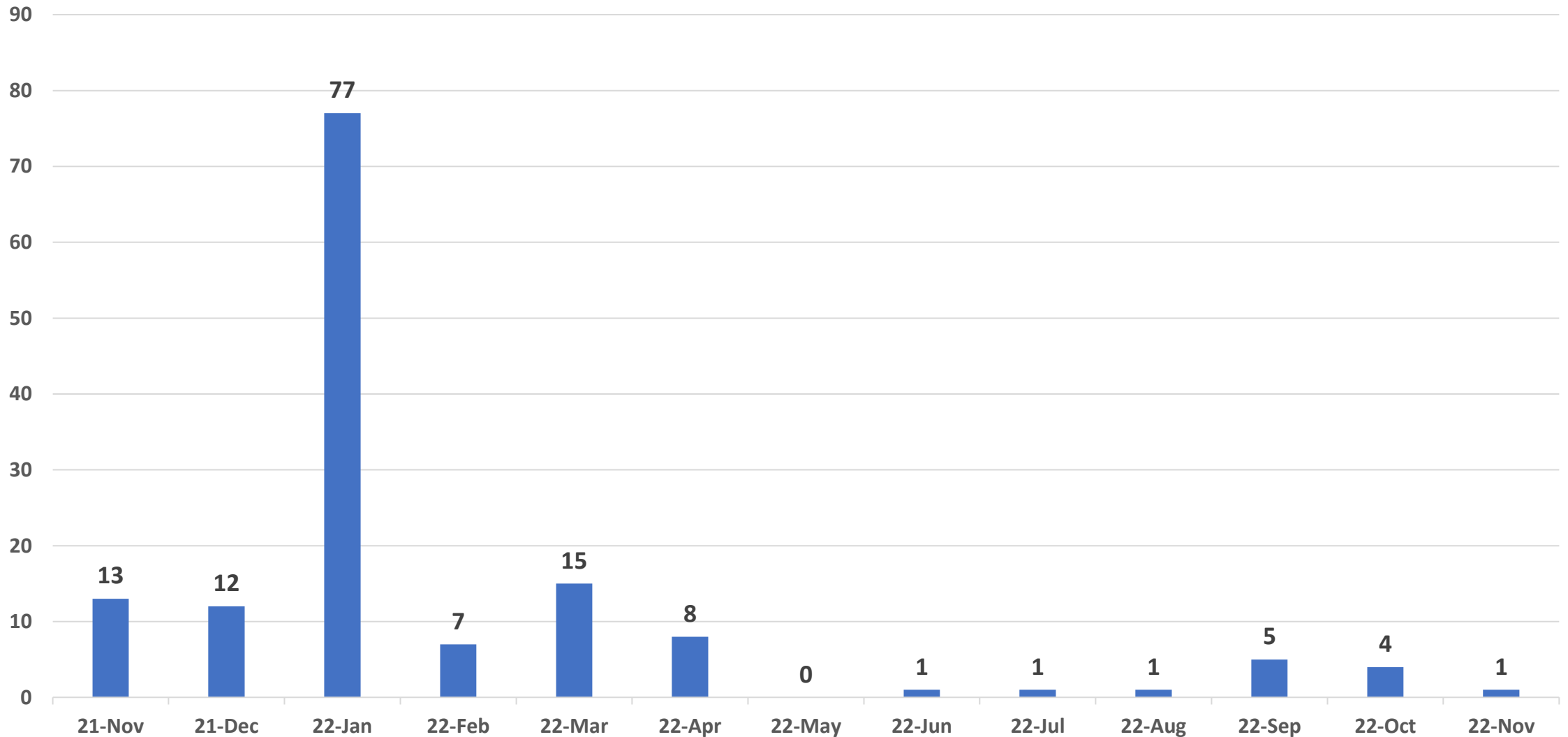
MEMBERSHIP GROWTH

**Alabama 811 Membership Growth
1975-2022**



MEMBERSHIP GROWTH

Number of Members Added



New Staff



Grayson Cain
Media and Marketing
Specialist



Adam Berendt
Senior Technology
Manager

Jeff Bice
Damage Prevention
Coordinator – Central



Kim Covan
Damage Prevention
Coordinator - South



Spanish Queue



Year To Date Inbound Calls – 383

Average Handle Time Spanish Queue– 8:38 per call

Average Handle Time Main Queue – 4:50 per call

Average Handle Time Emergency Queue – 3:21 per call

Average Handle Time Email Queue – 1:33 per “call”

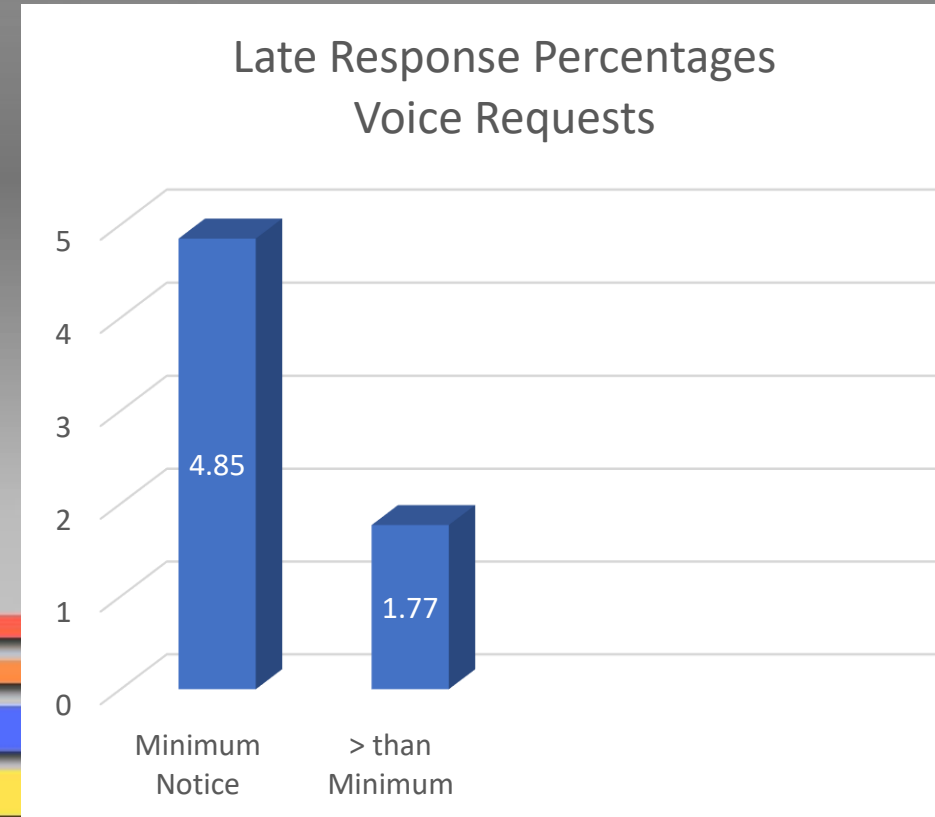
EXCAVATION START TIME

State law allows for locate requests to be called in 2 – 10 days prior to start of planned excavation

Pilot Program to see if additional notice beyond minimum 2 working day notice would impact late locate requests responses

Began in November 2021 with one team



Began in January 2022 with all inbound voice locate requests



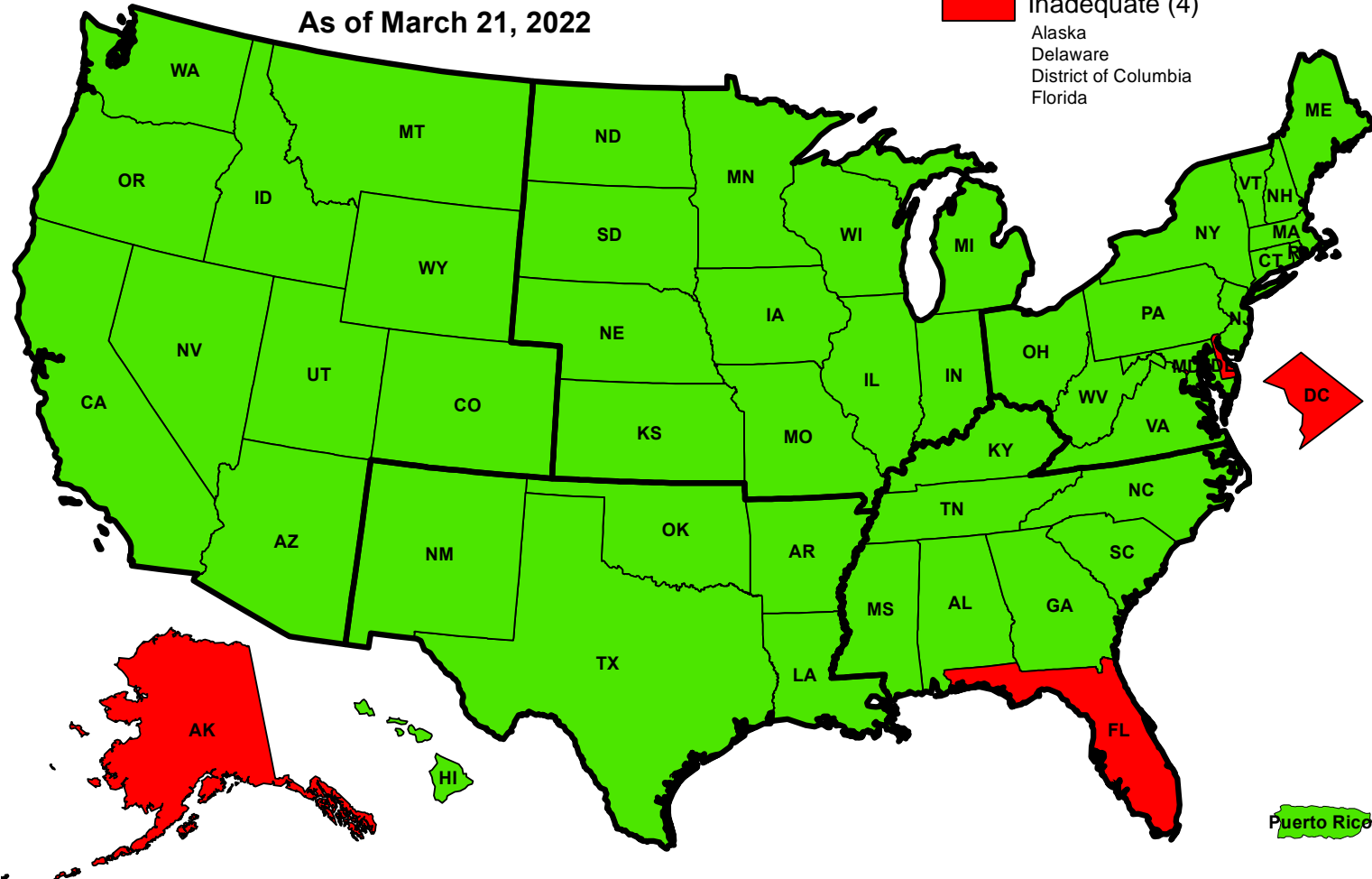
PHMSA “Adequate” Rating

Determinations of Adequacy of One-Call Law Enforcement Programs from 2021 Audits

As of March 21, 2022

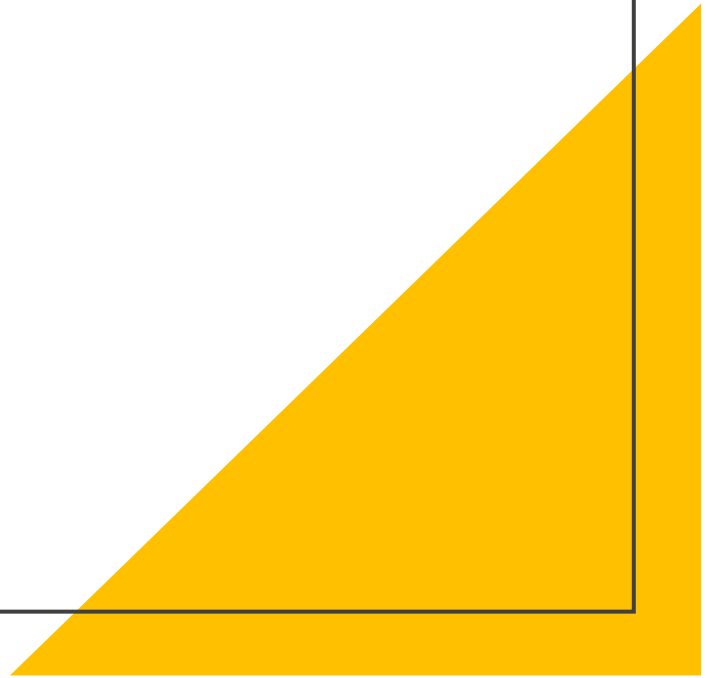
-  Adequate (48)
-  Inadequate (4)

Alaska
Delaware
District of Columbia
Florida

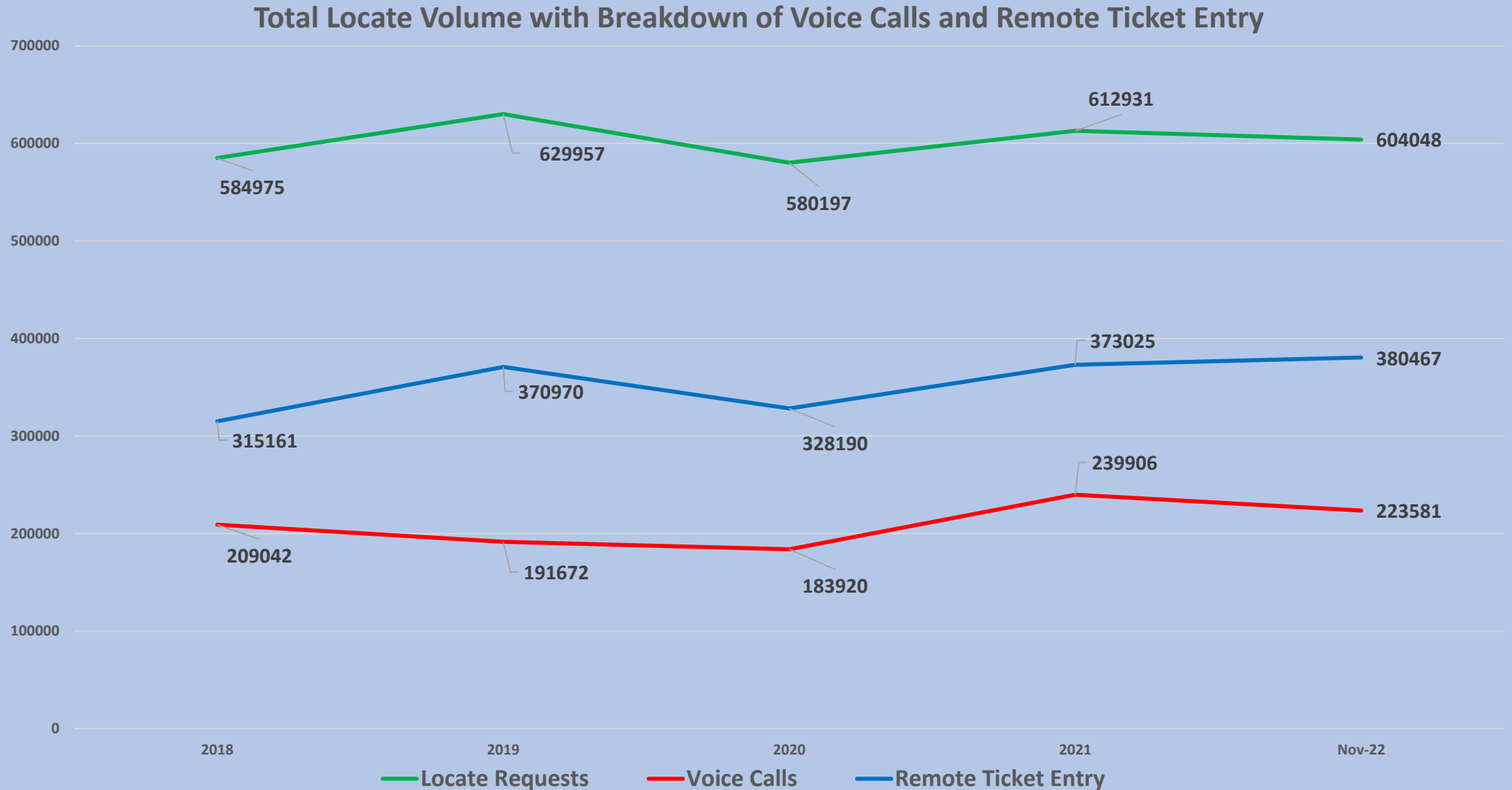


Map produced March 21, 2022 by the U.S. Department of Transportation (U.S. DOT), Pipeline and Hazardous Materials Safety Administration (PHMSA)
Map provided as a reference only. PHMSA makes no representations or warranties of any kind, express or implied, about the completeness, accuracy, reliability, suitability or availability with respect to this map for any purpose. PHMSA expressly disclaims liability for errors and omissions in the contents of this map.

OPERATIONAL STATISTICS AND ENHANCEMENTS

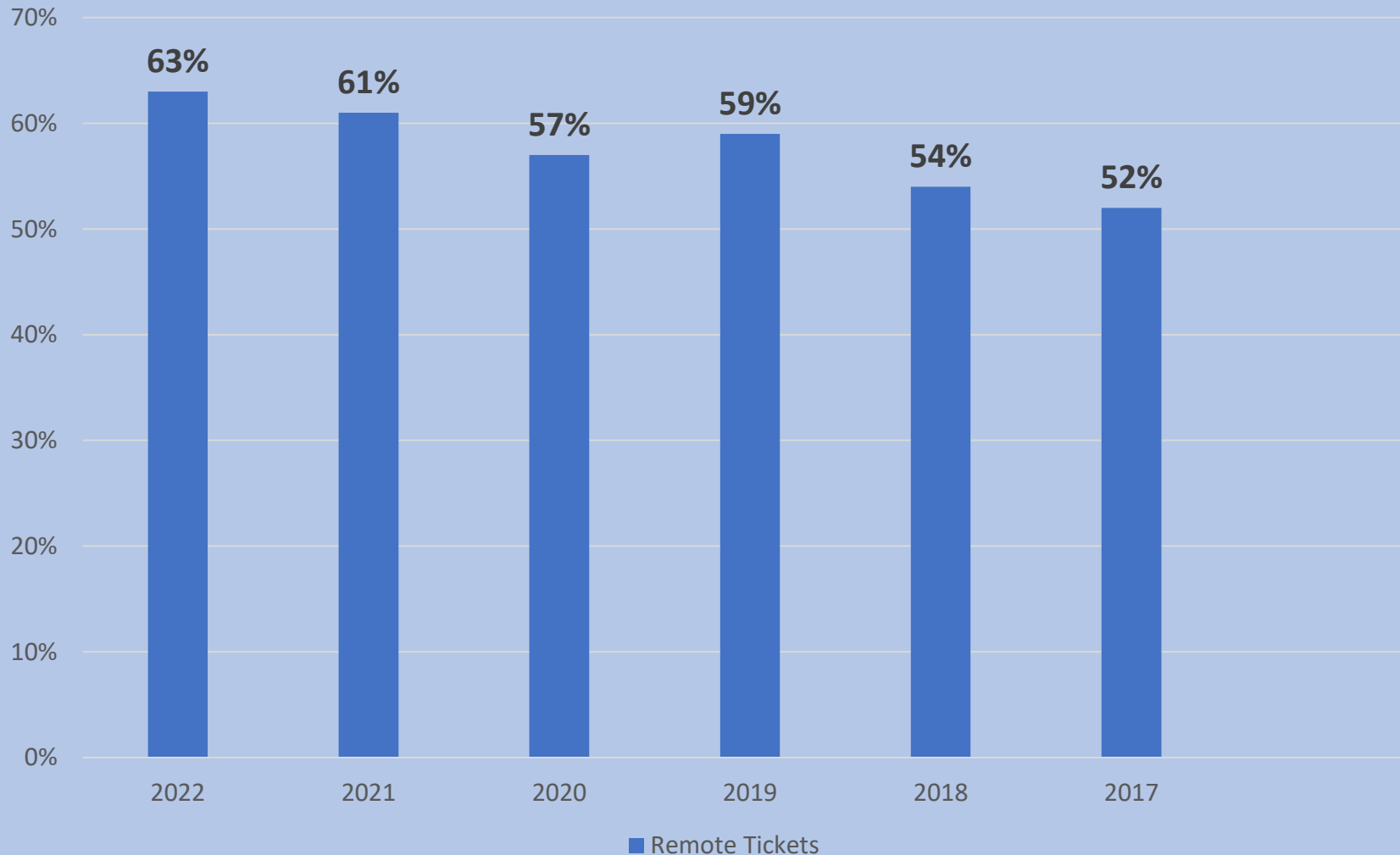


Locate Request Volume Source



Remote Request Entry

Remote Tickets



Majority of requests are processed through the webportal.

Of portal locate requests:
58% are directly processed
42% agent reviewed

Approximately 1% are processed through the mobile app

GeoCall Software Enhancements

Continuation of 3.9 Deployment Testing

Update on homeowner ticket

Update on portal interface

Ability to select work date beyond minimum date

Member Service Area Editor



Member Service Area Editor

The image displays two screenshots of the Mapbox Studio interface, showing a map of Montgomery, Alabama. The top screenshot shows a blue polygon representing a city block, with a tooltip indicating its dimensions: Full: 4.944 mi | 26106 ft | 8702 yd and Last: 0.000 mi | 0 ft | 0 yd. The bottom screenshot shows the same map with a blue line segment added to the polygon, representing a road or boundary. Both screenshots include a sidebar with session information and map controls.

GeoCall Software Enhancements

Continuation of 3.9 Deployment Testing

- Update on homeowner ticket

- Update on portal interface

- Ability to select work date beyond minimum date

Member Service Area Editor

Portal refinements on existing platform

Development on new GeoCall 4.0 Client

- Potential for addressing Large Project process

- Potential to address early entry requests to later release



CHALLENGES

LARGE PROJECTS

Finalizing process

- ADPA Discussions
- Outline Plan
 - Definitions
 - Process
 - Positive Response Codes
- Trial projects

Place "Project" Request

- 5 day notice
- Include meeting location, date and contact information
- Complete project area noted
- Positive response codes allocated for large projects

Project Meeting Held

- Overview entire project
- Detailed agreement of work schedule and agreed upon marking agreement
- Identify all subcontractors

Working Locate Request

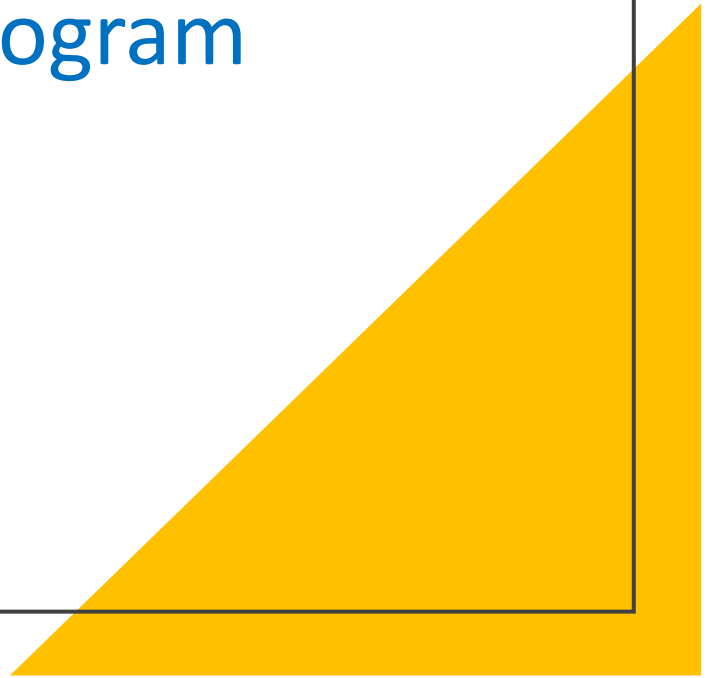
- Normal Process

CHALLENGES

LARGE PROJECTS

Finalizing process

How to educate to promote use of program



CHALLENGES

LARGE PROJECTS

- Finalizing process

- How to educate to promote use of program

INCREASED CALL VOLUME

- Staffing

MEETING MEMBER NEEDS/REQUESTS

- Reporting / Damage Analysis / Enforcement Analysis

AL811 Pinboard

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Elsa De Crane +3

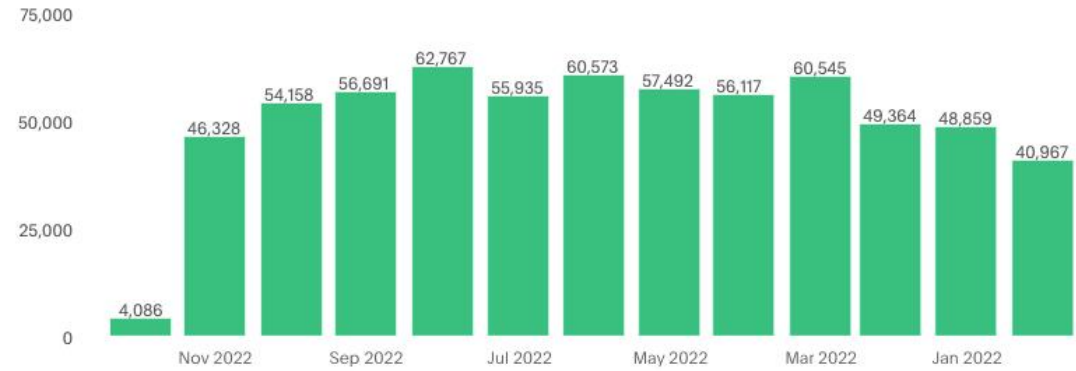
🔔

Follow

🔗

⋮

Ticket Totals - Last 12 Months



Total Tickets - Last 30 Days

41.01K

Total Tickets - Last 7 Days

11.86K

Emergency Tickets - Last 30 Days

17.06K

Damaged Tickets - Last 30 Days

1.27K

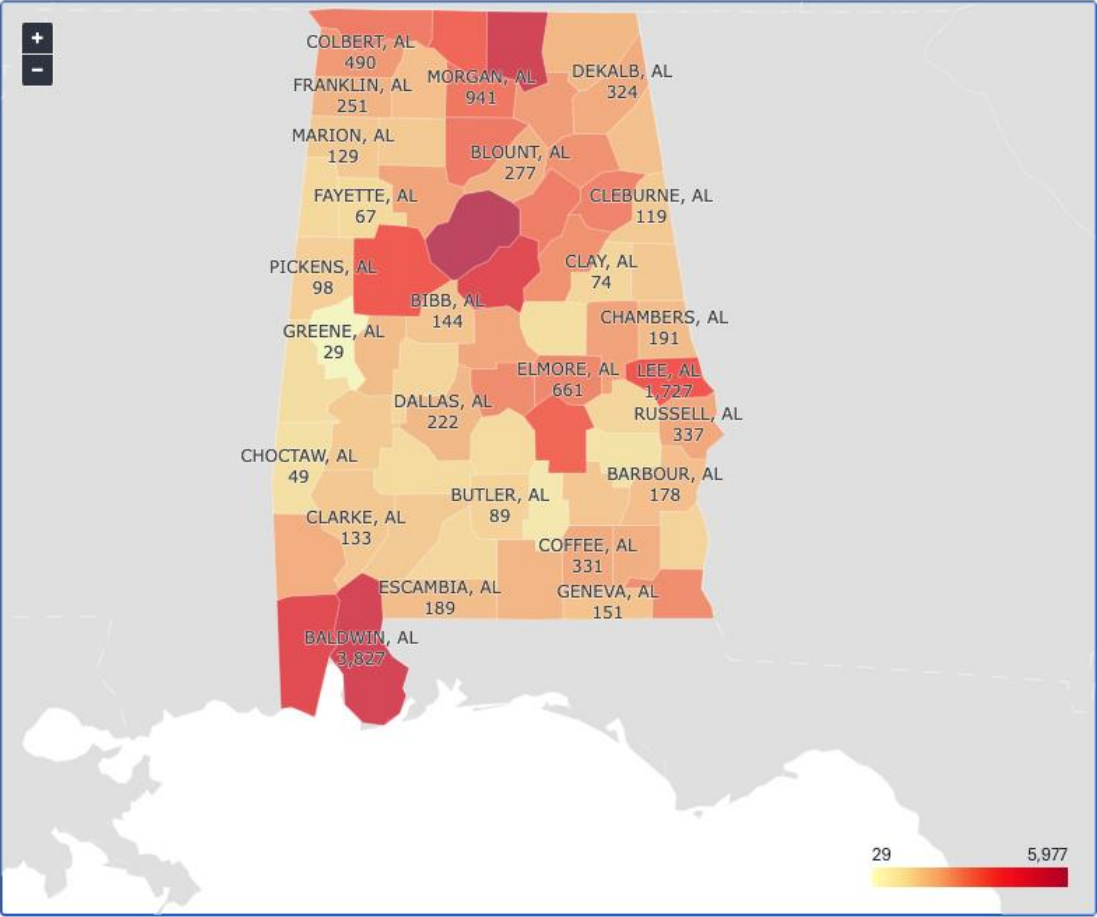
(#) Ticket Count by County - Last 30 Days

🔍

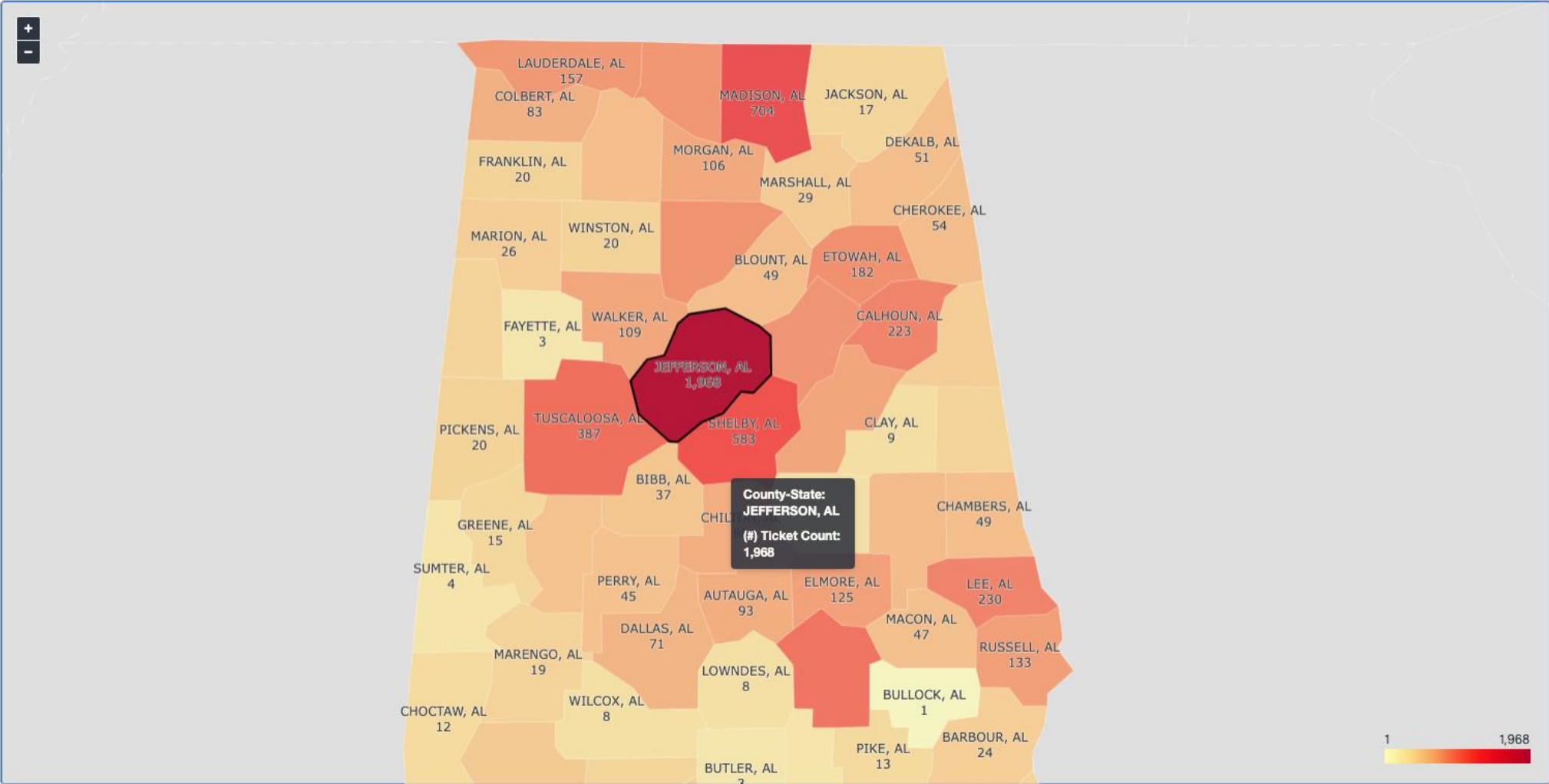
Explore

🔗

⋮



Emergency Tickets - Last 13 Weeks



Explore this data

Filter Add Replace Compare

Add your own

Filter

or select a suggestion

Ticket Creation Date

last 6 weeks last 26 weeks

Ticket Type

nsi test



Ticket Insight

Ticket Number Link	# Ticket Number	Creation Date ↓	Excavator Type	Response Code	Ticket Type	County	Work Place	Service Area Code	Service Area Name	Service Area Facility Type	
223380007	223380007	12/04/2022	Contractor	Located: Facilities ...	Emergency	MADISON, AL	HARVEST	HVGUS1	Huntsville Utilities - Gas - USIC	Gas	
223380040	223380040	12/04/2022	Contractor	{Null}	Normal	LAUDERDALE, AL	LEXINGTON	AGRG01	Spire Alabama Inc - East Lauderda...	Gas	
223380049	223380049	12/04/2022	Contractor	{Null}	Normal	SHELBY, AL	ALABASTER	CHAL01	Charter Communications of Alaba...	Cable	
223380003	223380003	12/04/2022	Contractor	Clear: No Conflict ...	Emergency	MOBILE, AL	SEMMES	GSPL01	Gulf South Pipeline - Mobile - GSP...	Gas	
223380015	223380015	12/04/2022	Utility	{Null}	Emergency	MOBILE, AL	MOBILE	SOAL01	South Alabama Utilities	Sewer	
223380034	223380034	12/04/2022	Contractor	Clear: No Conflict ...	Emergency	ST CLAIR, AL	ODENVILLE	CHAL01	Charter Communications of Alaba...	Cable	
223380010	223380010	12/04/2022	Resident	{Null}	Damage	BALDWIN, AL	FOLEY	BTSD01	Brightspeed	Phone	
223380027	223380027	12/04/2022	Contractor	{Null}	Update	TALLADEGA, AL	CHILDERSBURG	CHAL01	Charter Communications of Alaba...	Cable	
223380042	223380042	12/04/2022	Contractor	{Null}	Normal	LAUDERDALE, AL	LEXINGTON	ATTD01	ATT / D	Phone	
223380040	223380040	12/04/2022	Contractor	{Null}	Normal	LAUDERDALE, AL	LEXINGTON	LWWS01	Lexington Water and Sewer	Sewer	
223380014	223380014	12/04/2022	Contractor	{Null}	Normal	JEFFERSON, AL	BIRMINGHAM	AGBH03	Spire Alabama Inc - Birmingham	Gas	
223380023	223380023	12/04/2022	Municipality	Unmarked: Facility...	Emergency	JEFFERSON, AL	BIRMINGHAM	BHWT01	Birmingham Water Works	Water	
223380047	223380047	12/04/2022	Contractor	{Null}	Normal	JEFFERSON, AL	BIRMINGHAM	ALDT01	Alabama Department of Transport...	Fiber	
223380026	223380026	12/04/2022	Contractor	{Null}	Normal	JEFFERSON, AL	BIRMINGHAM	AGBH02	Spire Alabama Inc - Birmingham	Gas	
223380010	223380010	12/04/2022	Resident	{Null}	Damage	BALDWIN, AL	FOLEY	RVUT02	Riviera Utilities - Foley - RVUT02	Sewer	
223380019	223380019	12/04/2022	Contractor	{Null}	Emergency	MADISON, AL	HARVEST	HMWS01	Harvest - Monrovia Water & Sewer ...	Sewer	
223380016	223380016	12/04/2022	Contractor	{Null}	2nd Notice	JEFFERSON, AL	BIRMINGHAM	PGPO01	PGP Operating, LLC - Oak Grove	Water	



Data



Choose sources

Search columns

- Alabama811 - Ticket Anal...
- Code
- Organization
- Ticket

(#) ticket count jefferson gas work Go

(#) Ticket Count



Work County jefferson Work Type gas work

(#) Ticket Count	
532	

Table has 1 rows

532
Total (#) Ticket Count

+ Add columns

Chart

- Column
- Stacked Column
- Bar
- Stacked Bar
- Line
- Pie
- Area
- Stacked Area
- Scatter
- Bubble
- Pareto
- Waterfall
- Treemap
- Heatmap
- Line Column
- Line Stacked Column
- Funnel
- Geo Area
- Geo Bubble
- Geo Heatmap
- Pivot Table

Mark your Calendar

2023 Damage Prevention Summit

September
19th – 21st



LOCATE RODEO WINNERS

OVERALL WINNER

Rodney Duke, USIC

2nd PLACE WINNER

Brandon Holman,
Riviera Utilities

LOCATE FROM HELL WINNER

Tramain Taylor,
Riviera Utilities



Questions and Discussion



Contact Information

Public Education

- McKay Lyvers mlyvers@al811.com 205.731.3207

Media and Marketing

- Grayson Cain gcain@al811.com 205.731.3206

Member Services

- Emily Roberts eroberts@al811.com 205.731.7212

Service Area Database/GIS

- Andrew Maxwell amaxwell@al811.com 205.731.7213

Technology

- Adam Berendt aberendt@al811.com 205.731.3202

Contact Center Operations

- Jennifer Pickle jpickle@al811.com 205.731.3210

Accounting/Billing

- Kim Jenkins kjenkins@al811.com 205.731.3205

When All Else Fails

- Annette Bowman abowman@al811.com 205.731.3209